

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO. 1988**

TO BE ANSWERED ON THE 11TH MARCH, 2025/ PHALGUNA 20, 1946 (SAKA)

HELPLINE NUMBER FOR COMPLAINTS OF CYBER CRIMES

†1988. DR. BHOLA SINGH:

Will the Minister of HOME AFFAIRS be pleased to state:

- (a) whether the Government has set up any special helpline number for complaints of cyber crimes;**
- (b) if so, the salient features of the helpline number along with implementation mechanism thereof;**
- (c) the number of cases provided assistance through the said helpline number so far; and**
- (d) the impact of the said initiative on preventing cyber crime?**

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI BANDI SANJAY KUMAR)**

(a) to (d): 'Police' and 'Public Order' are State subjects as per the Seventh Schedule of the Constitution of India. The States/UTs are primarily responsible for the prevention, detection, investigation and prosecution of crimes including cyber crime through their Law Enforcement Agencies (LEAs).

To strengthen the mechanism to deal with cyber crimes in a comprehensive and coordinated manner, the Central Government

supplements the initiatives of the States/UTs through advisories and financial assistance under various schemes for capacity building of their LEAs. The Government has set up the 'Indian Cyber Crime Coordination Centre' (I4C) as an attached office to deal with all types of cyber crime in the country, in a coordinated and comprehensive manner.

The 'National Cyber Crime Reporting Portal' (NCRP) (<https://cybercrime.gov.in>) has been launched, as a part of the I4C, to enable public to report incidents pertaining to all types of cyber crimes, with special focus on cyber crimes against women and children. Cyber crime incidents reported on this portal, their conversion into FIRs and subsequent action thereon are handled by the State/UT Law Enforcement Agencies concerned as per the provisions of the law.

A toll-free Helpline number '1930' has been operationalized to get assistance in lodging online cyber complaints. This helpline is integrated with 'Citizen Financial Cyber Fraud Reporting and Management System' module of 'National Cyber Crime Reporting Portal' to ensure quick action regarding lien marking and investigation of money trail. So far, more than 23.39 lakhs complaints have been reported through Helpline number '1930'. So far, financial amount of more than Rs. 4,386 Crore has been saved in more than 13.36 lakh complaints which are reported through 1930 and NCRP.
